

Health and Homeland Alert Network (HHAN)

Quick Reference Guide



1. How to set up your HHAN account to receive PEER Notifications

A. Request a HHAN account, if you don't have one:

To request an account, send an email to the HHAN Help Desk at alert.network@state.ma.us. You will receive an email invitation with instructions to activate your account.

B. Verify that the groups listed reflect your discipline:

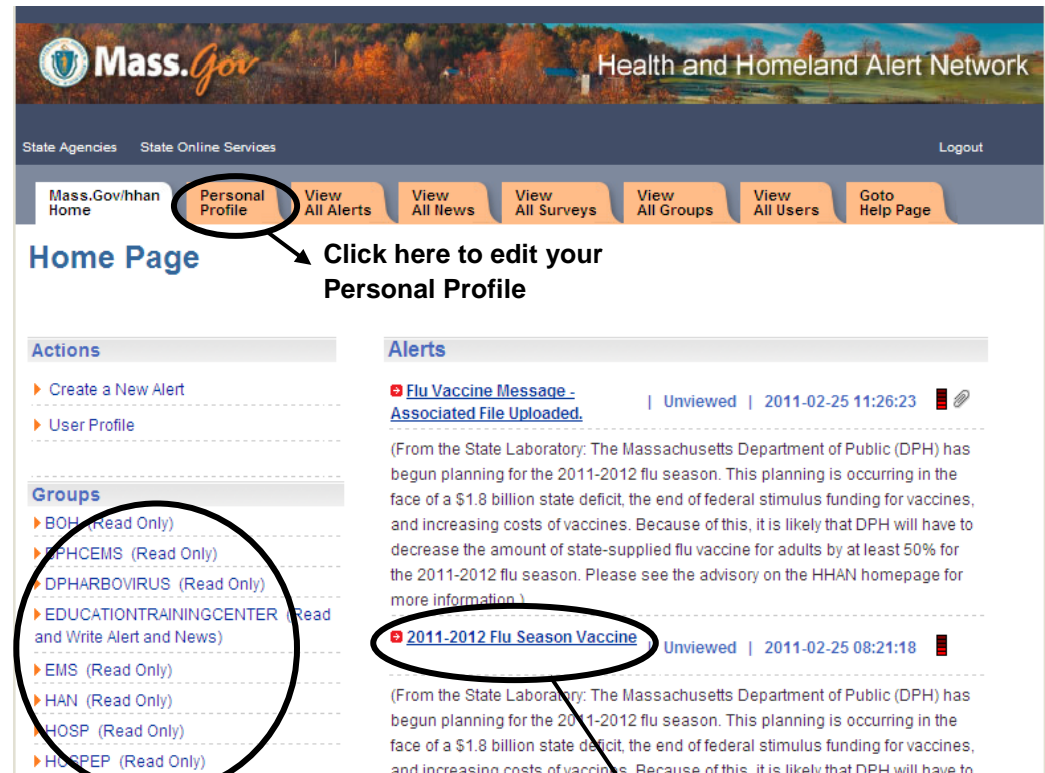
All PEER notifications are sent out to members whose HHAN accounts are registered in the Community Health Centers, Emergency Medical Services, Hospitals, Long-term Care Facilities, and Hospitals Group Lists in Region 4. To view a list of the Groups you belong to, login to the HHAN and view your "home page". Your Groups are listed on the left panel. If you have any questions about the groups shown send an email to alert.network@state.ma.us.

C. Complete your Personal Profile:

Completing your Personal Profile is critical for receiving HHAN Alerts correctly. It is important that you set up your profile when you first receive the account, and update it any time your contact information changes.

To update your Personal Profile:

- i. Login to the HHAN at <http://mass.gov/hhan>
- ii. Click on the "Personal Profile" tab
- iii. Confirm that *all* of the information in your profile is correct.
- iv. Pay special attention to your phone numbers and email addresses, and your "Alerting Preferences." Use the "Alerting Preferences" to customize how to receive each level of Alert.
- v. Make sure to set your Call-In ID so that you can call into the HHAN to listen to the three most recent Alerts. It is recommended that you use your cell phone number as your Call-In ID, so that you can remember it easily.



Look here for a list of Groups you belong to

Click on Alert title to open details page

Login to the HHAN at <http://mass.gov/hhan>
If you forgot your password, click the "Forgot Password" link
If you forgot your username, email alert.network@state.ma.us



2. How to receive and confirm HHAN Alerts

When you receive a HHAN Alert on your phone, email, or pager, it is often requested that you “confirm” the receipt of the Alert.

To listen to confirm an Alert received on the phone:

The HHAN will call you from the number 617-401-8658.

1. Answer the call vocally – this triggers the text to voice program.
2. Enter your four-digit Telephone PIN if prompted– DO NOT PRESS #.
3. Listen to the Alert message.
4. If necessary, press 2 to repeat the message.
5. Press 1 to confirm the Alert.



To read and confirm an Alert received via email:

1. The HHAN Alert will be delivered by email.
2. Read the email.
3. Click on the link in the email to confirm.



To listen to and confirm an Alert on the phone:

You may find that you need to listen to an Alert received in the past. For example, you are listening to an Alert on your cell phone and the call is dropped.

1. Dial the HHAN toll-free number 877-313-HHAN (4426)
2. Enter your Call-In ID when prompted.
3. Enter your four-digit Telephone PIN when prompted
4. You may listen to the three most recent alerts received.



To read and confirm an Alert on the internet:

NOTE: Many HHAN Alerts have files attached to provide more information. The files can only be accessed via the HHAN website.

You may also use the website to confirm an Alert you received previously.

1. Login to the HHAN at <http://mass.gov/hhan>
2. Click on the Alert title to access the Alert Details Page.
3. Read the Alert.
4. Click on “Confirm” to confirm.
5. Links to attached files appear at the bottom of the Alert Details Page.

A complete HHAN User Guide can be found on the PEER website: <http://sph.bu.edu/peer>